

2023 IHCP Works Annual Provider Seminar

Session Descriptions and Schedule

Session Descriptions

The presentations for all sessions will be available on the [2023 IHCP Works](#) page at in.gov/medicaid/providers beginning Oct. 17, 2023. Providers are advised to print paper copies of the presentations for reference, if desired. Copies will not be provided at the seminar.

Session Name and Presenter	Description
IHCP Resource Navigation (Presented by Gainwell)	Gainwell walks through accessing provider resources on the Indiana Health Coverage Programs (IHCP) Provider website as well as navigating the IHCP Provider Healthcare Portal (IHCP Portal).
Medicare Exhaust Billing on UB-04 Claim Form (Presented by Gainwell)	Gainwell discusses the differences between Medicare Exhaust and No Part A billing on the <i>UB-04</i> claim form. How and where these claims are submitted will also be explained.
Social Determinants of Health (Presented by MHS)	Managed Health Services (MHS) offers a perspective on nonmedical factors that often impact individuals' quality of life and health outcomes.
MProvider Connect (Presented by MDwise)	MDwise provides an overview and demonstration of its recently developed provider enrollment tool, MProvider Connect.
Quality Improvement and Engagement Strategies (Presented by MDwise)	MDwise offers insight on how providers can benefit from their quality programs and engagement strategies to improve scores and engagement at a member level.
Health Equity (Presented by MDwise)	MDwise reviews the principles of health equity and how it impacts providers and their member interactions. This presentation will also discuss what strategies MDwise is employing to close the gap in health equity.
Dental Health/Physical Health Integration (Presented by MDwise)	MDwise discusses the intersection of physical and oral health and the impact they can have on health outcomes and costs.
UnitedHealthcare Portal (Presented by UnitedHealthcare)	UnitedHealthcare highlights some of the features of its provider portal.
Enrollment and Credentialing (Presented by UnitedHealthcare)	UnitedHealthcare discusses the basics for credentialing and enrollment, updating information, and its Hoosier Care Connect plan operating with an open network.
FQHCs (Presented by UnitedHealthcare)	UnitedHealthcare discusses federally qualified health center (FQHC)-specific processes, including enrollment, covered services and its provider incentive program. These processes also apply to rural health clinics (RHCs).
Health Equity (Presented by CareSource)	CareSource discusses the importance of health equity and how CareSource and providers can make a difference.
Ally Training (Presented by The Trevor Project on behalf of Anthem)	The Trevor Project, an organization fighting to end suicide among LGBTQ youth, discusses allyship and its work to reduce suicide rates.
Blood Lead Screening Test (Presented by Anthem)	Anthem reviews the importance of blood lead screenings, most impacted populations and Medicaid coverage for screening tests.
Behavioral Health (Presented by Anthem, CareSource, MDwise, MHS, UnitedHealthcare and Gainwell Technologies)	These individual sessions discuss Medicaid policy, coverage, prior authorization and claim requirements for behavioral health services.

Session Name and Presenter	Description
Prior Authorization (Presented by Anthem, CareSource, MDwise, MHS and UnitedHealthcare)	These individual sessions look more closely at specific prior authorization situations. A more detailed look at appeals and disputes is included. <i>Note: Kepro, the nonpharmacy fee-for-service (FFS) prior authorization (PA) contractor, has two presentations and descriptions are listed separately.</i>
Claims: Professional and Institutional (Presented by Anthem, CareSource, MDwise, MHS, UnitedHealthcare and Gainwell Technologies)	These individual sessions give information on the claim submission process and proper payment tips and tricks. <i>Note: Anthem, CareSource, MDwise and UnitedHealthcare combine institutional and professional claim scenarios in one presentation. MHS offers separate sessions for each claim type. Gainwell Technologies offers a session for professional claims.</i>
Vision (Presented by Anthem, CareSource, MDwise, MHS, UnitedHealthcare and Gainwell Technologies)	These individual sessions provide information about vision benefits and specific issues impacting vision providers. <i>Note: Anthem and CareSource share the same vision benefit manager, Versant. There is one presentation for vision-related issues for both managed care entities (MCEs).</i>
Dental (Presented by Anthem, CareSource, MDwise, MHS, UnitedHealthcare and Gainwell Technologies)	These individual sessions provide information about dental benefits and specific issues impacting dental providers. <i>Note: Anthem and MDwise share the same dental benefit manager, DentaQuest. There is one presentation for dental-related issues for both MCEs.</i>
Prior Authorization (Presented by Kepro)	New, FFS prior authorization and utilization management contractor, Kepro, gives an overview of who Kepro is and how providers can navigate FFS prior authorization.
Prior Authorization: What Comes After Submission? (Presented by Kepro)	Kepro walks through what comes after PA submission. PA statuses, transfers, retroactive PA, third-party liability, administrative review and appeals, revision requests, and more will be covered.
FSSA Keynote (Presented by Dr. Dan Rusyniak)	Secretary of the Indiana Family and Social Services Administration (FSSA), Dr. Dan Rusyniak, gives a message of welcome to the IHCP Works seminar and provides highlights to the Indiana Health Coverage Programs.
FSSA Keynote (Presented by Cora Steinmetz)	Indiana's new Medicaid Director, Cora Steinmetz, gives an update on the IHCP and outlines her vision for the future of the Office of Medicaid Policy and Planning (OMPP) under her direction.
Program Integrity 101 (Presented by FSSA)	The OMPP Program Integrity team discusses provider audits and provides tips and tricks for surviving an audit.
Community Health Worker (Presented by FSSA, Department of Health and Human Services [HHS], Indiana Community Health Workers Association [INCHWA] and Indiana Primary Health Care Association [IPHCA])	This session focuses on the value of community health workers (CHWs) and billing guidelines according to the current IHCP coverage and reimbursement policies. The presentation also includes a CHW-led panel discussion with a local health department and IPHCA.
Healthy Indiana Plan (HIP) Equalization (Presented by FSSA)	OMPP Reimbursement leadership discusses upcoming reimbursement changes effective Jan. 1, 2024.
Electronic Visit Verification (EVV) (Presented by FSSA)	Learn about the current status of the IHCP's EVV implementation, including suggestions for addressing ongoing provider concerns.
Maternity Issues (Presented by FSSA)	The OMPP provides an overview of policy initiatives and billing guidance for maternity services.
Behavioral Health Initiatives (Presented by FSSA)	The OMPP dives into behavioral health updates including mobile crisis units, the opioid treatment program (OTP) weekly bundle, Certified Community Behavioral Health Clinics (CCBHCs), and more.

Session Schedules

The following color code key corresponds to tables in the session schedule for the entity presenting.

Color Code Key

Gainwell	Anthem	CareSource	MDwise	MHS	FSSA	UnitedHealthcare
----------	--------	------------	--------	-----	------	------------------

Session Schedule for Tuesday, October 24, 2023

	Room 1	Room 2	Room 3	Room 4
8:30 a.m.	FSSA Keynote (Dr. Dan Rusyniak) (9 a.m. – 10 a.m.)	FQHCs (9:30 a.m. – 10 a.m.)		
8:45 a.m.				
9:00 a.m.				
9:15 a.m.				
9:30 a.m.				
9:45 a.m.				
10:00 a.m.	Behavioral Health (10 a.m. – 11 a.m.)	Behavioral Health (10 a.m. – 11 a.m.)	Prior Authorization (10 a.m. – 11 a.m.)	Ally Training (9:30 a.m. – 11 a.m.)
10:15 a.m.				
10:30 a.m.				
10:45 a.m.				
11:00 a.m.	Behavioral Health (11 a.m. – noon)	Behavioral Health (11 a.m. – noon)	HIP Equalization (11 a.m. – noon)	Prior Authorization (11 a.m. – noon)
11:15 a.m.				
11:30 a.m.				
11:45 a.m.				
Noon	LUNCH			
12:15 p.m.				
12:30 p.m.				
12:45 p.m.				
1:00 p.m.	Behavioral Health (1 p.m. – 2 p.m.)	Behavioral Health (1 p.m. – 2 p.m.)	Behavioral Health Initiatives (1 p.m. – 2 p.m.)	Prior Authorization (1 p.m. – 2 p.m.)
1:15 p.m.				
1:30 p.m.				
1:45 p.m.				
2:00 p.m.	BREAK	BREAK	BREAK	BREAK
2:15 p.m.	FQHC Roundtable (2:15 p.m. – 4:15 p.m.)	Behavioral Health Roundtable (2:15 p.m. – 4:15 p.m.)	DME/HME Roundtable (2:15 p.m. – 4:15 p.m.)	General Practitioner Roundtable (2:15 p.m. – 4:15 p.m.)
2:30 p.m.				
2:45 p.m.				
3:00 p.m.				
3:15 p.m.				
3:30 p.m.				
3:45 p.m.				
4:00 p.m.				
4:15 p.m.				

Note: Registration and booths are open from 7:30 a.m. until end of last session.

Color Code Key

Gainwell	Anthem	CareSource	MDwise	MHS	FSSA	UnitedHealthcare
----------	--------	------------	--------	-----	------	------------------

Session Schedule for Wednesday, October 25, 2023

	Room 1	Room 2	Room 3	Room 4
8:30 a.m.	FSSA Keynote (Medicaid Director Cora Steinmetz 9 a.m. – 10 a.m.)		Medicare Exhaust Billing on UB-04 Claim Form (9 a.m. – 9:30 a.m.)	Claims: Professional and Institutional (9 a.m. – 10 a.m.)
8:45 a.m.				
9:00 a.m.				
9:15 a.m.			Dental (Envolve) (9:30 a.m. – 10:30 a.m.)	
9:30 a.m.				
9:45 a.m.				
10:00 a.m.	Claims: Professional and Institutional (10 a.m. – 11 a.m.)	Claims: Professional and Institutional (10 a.m. – 11 a.m.)	Dental (10:30 a.m. – 11 a.m.)	Dental (10 a.m. – 11 a.m.)
10:15 a.m.				
10:30 a.m.				
10:45 a.m.				
11:00 a.m.	Claims: Institutional(11 a.m. – noon)	Claims: Professional and Institutional (11 a.m. – noon)	Dental (DentaQuest) (11 a.m. – 11:30 a.m.)	Dental (11 a.m. – noon)
11:15 a.m.				
11:30 a.m.			Dental Health/Physical Health Integration (11:30 a.m. – noon)	
11:45 a.m.				
Noon	LUNCH			
12:15 p.m.				
12:30 p.m.				
12:45 p.m.				
1:00 p.m.	Health Equity (1 p.m. – 2 p.m.)	Program Integrity 101 (1 p.m. – 2 p.m.)	Claims: Professional (1 p.m. – 2 p.m.)	Claims: Professional (1 p.m. – 2 p.m.)
1:15 p.m.				
1:30 p.m.				
1:45 p.m.				
2:00 p.m.	BREAK	BREAK	BREAK	BREAK
2:15 p.m.	Facility Roundtable (2:15 p.m. – 4:15 p.m.)	Dental Roundtable (2:15 p.m. – 4:15 p.m.)	Transportation Roundtable (2:15 p.m. – 4:15 p.m.)	Miscellaneous Providers Roundtable (2:15 p.m. – 4:15 p.m.)
2:30 p.m.				
2:45 p.m.				
3:00 p.m.				
3:15 p.m.				
3:30 p.m.				
3:45 p.m.				
4:00 p.m.				
4:15 p.m.				

All vendors except Kepro will have representatives at each roundtable.

Note: Registration and booths are open from 7:30 a.m. until end of last session.

Color Code Key

Gainwell	Anthem	CareSource	MDwise	MHS	FSSA	UnitedHealthcare	Kepro
----------	--------	------------	--------	-----	------	------------------	-------

Session Schedule for Thursday, October 26, 2023

	Room 1	Room 2	Room 3	Room 4
8:30 a.m.				
8:45 a.m.				
9:00 a.m.	Community Health Worker Session (9 a.m. – noon)	EVV (9 a.m. – 10 a.m.)	Health Equity (9 a.m. – 10 a.m.)	IHCP Resource Navigation (9 a.m. – 10 a.m.)
9:15 a.m.				
9:30 a.m.		MProvider Connect (10 a.m. – 10:30 a.m.)	Blood Lead Screening Test (10 a.m. – 10:30 a.m.)	Prior Authorization (10 a.m. – 10:30 a.m.)
9:45 a.m.				
10:00 a.m.		Maternity Issues (10:30 a.m. – 11 a.m.)	Social Determinants of Health (10:30 a.m. – 11 a.m.)	Prior Authorization (10:30 a.m. – 11 a.m.)
10:15 a.m.				
10:30 a.m.		Quality Improvement and Engagement (11 a.m. – 11:30 a.m.)	Vision (11 a.m. – 11:30 a.m.)	Prior Authorization (11 a.m. – noon)
10:45 a.m.				
11:00 a.m.		Enrollment and Credentialing (11:30 a.m. – noon)	Vision (11:30 a.m. – noon)	
11:15 a.m.				
11:30 a.m.				
11:45 a.m.				
Noon	LUNCH			
12:15 p.m.				
12:30 p.m.				
12:45 p.m.				
1:00 p.m.	Community Health Worker Session (1 p.m. – 2 p.m.)	Vision (1 p.m. – 1:30 p.m.)	Vision (Versant) (1 p.m. – 2 p.m.)	Prior Authorization: What Comes After Submission? (1 p.m. – 1:30 p.m.)
1:15 p.m.				
1:30 p.m.		UnitedHealthcare Portal (1:30 p.m. – 2 p.m.)		Vision (1:30 p.m. – 2 p.m.)
1:45 p.m.				
2:00 p.m.				

Note: Registration and booths are open from 7:30 a.m. until 1 p.m.